

Patricia Arnold
472 Sunnyside Road
Trout Lake WA 98650

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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am writing to you on behalf of my personal, business, and non-profit use of the internet. My business is Green Pastures Farm, since 1993 and the non-profit is Friends of the White Salmon, since 1976. I use Gorge Networks for internet and phone service for all three uses. I am Gorge Networks customer, and I urge you not to grant USTelecoms petition.

My internet speed is low, mostly thanks to Century Links unwillingness to provide bandwidth to Gorge Networks. As I understand it, Century Link has received public money to install fiber optic lines to my town, Trout Lake, Washington, but has not made this service available either to its own customers or Gorge Networks customers. This is a disgrace, as is the customer service generally from Century Link.

I use Gorge Networks because they are local, they have excellent customer service, well-trained people who can and do respond quickly, have excellent access to my records. I NEVER sit on hold with Gorge Networks, and although their internet speed in my area is not great, I stick with them because of their excellent services, their prices, and the customer service. I have worked at businesses served by Century Link, and I do not ever want to have to deal with them as a company.

Gorge Networks also provides my VOIP phone service. If Gorge Networks go up, my overall phone and internet costs would increase substantially, based on comparisons I did in 2017, with no increase in quality or speed and a huge increase in stress at having to deal with Century Link customer service.

Gorge Networks recently sent a tech to do repairs at my location. He came when he said he would, he was thorough and competent, and local. This matters to me.

Please do not end the ability of providers like Gorge Networks to offer an alternative to the incumbent providers.

Pat Arnold, Trout Lake, Washington

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